UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/873,741	06/04/2001	Kristen L. Bhatti	10008151-1	4871

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EXAMINER
NGUYEN, THANH T

ART UNIT	PAPER NUMBER
2144	

MAIL DATE	DELIVERY MODE
08/23/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

PTOL-90A (Rev. 04/07)

	Application No.	Applicant(s)
Office Action Summary	09/873,741	BHATTI ET AL.
	Examiner	Art Unit	
	Tammy T. Nguyen	2144	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _(3)_ MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on _June 6, 2007_.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) _1-15_ is/are pending in the application.

　　4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) _1-15_ is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on _04 June 2001_ is/are: a)☒ accepted or b)☐ objected to by the Examiner.

　　Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

　　Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

　　a)☐ All b)☐ Some * c)☐ None of:

　　　1.☐ Certified copies of the priority documents have been received.

　　　2.☐ Certified copies of the priority documents have been received in Application No. _____.

　　　3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau.(PCT Rule 17.2(a)).

　　* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☐ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
　　Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
　　Paper No(s)/Mail Date. _____ .

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

Detailed Office Action

1. This action is responsive to the amendment filed on June 6, 2007.

2. Claims **1-15** are pending.

Claim Rejections - 35 USC § 102

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. Claims 1-7 are rejected under 35 U.S.C. 102(e) as being anticipated by Colby et al. (USPN 6,625,643– Date of Patent: September 23, 2003, herein referred to as "Colby").

5.   As to claim 1, Colby teaches the invention as claimed, including a method for

selectively providing technical support documents from a web server having access to

the requested technical support documents to a peripheral device that has printer,

scanner and/or fax functionality via the Internet, the peripheral device being of the

type which is capable of executing activated operating events and having an

associated web client with a stored default URL for accessing the web server, the

method comprising the steps of: activating an event on the device (see col.29, lines 7-

43); requesting the default uniform resource locator with the activated event (see

col.29, lines 7-43) and returning to the device one or more of the technical support

documents (see col.4, lines 5-22) that relate to the activated event of the requested

uniform resource locator (see col.29, lines 7-43, col.8, lines 11-51, col.9, lines 1-48,

and col.12, lines 6-60).

6.   As to claim 2, Colby teaches the invention as claimed, further comprising the steps

of: reading device configurations from the web client; determining whether to print or

display the returned technical support document from the device configuration;

printing the returned one or more technical support document (see col.5, lines 5-22)

when the device configuration indicates print (See col.16, lines 35-53); and,

displaying the returned technical support document when the device configuration

indicates display (see col.20, lines 40-55).

7.   As to claim 6, Colby teaches the invention as claimed, wherein, prior to said step of

requesting a default uniform resource locator with the activated event (see col.29,

lines 7-43), further comprising the step of obtaining a default uniform resource

locator from the web client (see col.8, lines 37-67).

8.   As to claim 7, Colby teaches the invention as claimed, including a method

comprising: in response to receiving a help command, identifying an event which has

occurred on a peripheral device where the event has product an error (seecol.24, lines

1-5) (Colby teaches clicking on the event name will produce a report used by event);

using a default uniform resource locator to transmit a request to a web server (see

col.8, lines 36-53, Colby teaches create a default page for the event); and where the

request causes the web server to return one or more technical support documents

which relate to the error (see col.29, lines 7-21) (Colby teaches if the response

message is received matching the Event ID).

Claim Rejections - 35 USC § 103

9.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth
> in section 102 of this title, if the differences between the subject matter sought to be patented and the prior
> art are such that the subject matter as a whole would have been obvious at the time the invention was made
> to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be
> negatived by the manner in which the invention was made.

10.   Claims 3, 4, and 5 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Colby et al., (hereinafter Colby) U.S. Patent No. 6,625,643 in view of Sullivan et al.,

(hereinafter Sullivan) U.S. Patent No. 6,615,240.

11.   As to claim 3, Colby teaches the invention as claimed, including a method for

        selectively providing technical support documents from a web server having access to

        the requested technical support documents to a peripheral device that has printer,

        scanner and/or fax functionality via the Internet, the peripheral device being of the

        type which is capable of executing activated operating events and having an

        associated web client with a stored default URL for accessing the web server, the

        method comprising the steps of: activating an event on the device (see col.29, lines 7-

        43); requesting the default uniform resource locator with the activated event (see

        col.29, lines 7-43); and returning to the device one ore more of the technical support

        documents that relate to the activated event of the requested uniform resource locator

        (see col.29, lines 7-43, col.8, lines 11-51, col.9, lines 1-48, and col.12, lines 6-60),

        wherein said step of requesting the default uniform resource locator further

        comprising the steps of: reading a device state table of the peripheral device;

        obtaining a most recently activated event from the device state table; and determining

        whether the most recently activated (see col.29, lines 7-21).   But Colby does not

        explicitly teach produced an error.

12.   In the same field of endeavor, Sullivan discloses (e.g., Technical support chain

        automation with guided self-help capability and option to escalate to live help).

        Sullivan discloses produced an error (see Sullivan col.7, lines 44-51](he or she

        received an error message, the display of this error message has prompted the user to

        request technical support).

13.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Sullivan's teachings of

Technical support chain automation with guided self-help capability and option to

escalate to live help with the teachings of Colby to have a producing an error, for the

purpose of simplify the support process in the situation where the self-help has not

succeeded satisfactorily and escalation to a support center is necessary [see col.2,

lines 38-40].

14.   As to claim 4, Colby teaches the invention as claimed, wherein said step of

determining whether the most recently activated event is an error further comprising

the steps of: selecting the most recently activated event when the most recently

activated event and requesting the default uniform resource locator without an

activated event when the most recently activated event did not device (see col.8, lines

11-51, col.9, lines 1-48, and col.12, lines 6-60). But Colby does not explicitly teach

produced an error. But Colby does not explicitly teach produced an error.

15.   In the same field of endeavor, Sullivan discloses (e.g., Technical support chain

automation with guided self-help capability and option to escalate to live help).

Sullivan discloses produced an error (see Sullivan col.7, lines 44-51](he or she

received an error message, the display of this error message has prompted the user to

request technical support).

16.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Sullivan's teachings of

Technical support chain automation with guided self-help capability and option to

escalate to live help with the teachings of Colby to have a producing an error, for the

purpose of simplify the support process in the situation where the self-help has not

succeeded satisfactorily and escalation to a support center is necessary [see col.2,

lines 38-40].

17.   As to claim 5, Colby teaches the invention as claimed, wherein said step of obtaining

a default uniform resource locator further comprising the steps of: returning a help

menu for activating an event (see col.29, lines 7-43); displaying the help menu to the

user; choosing an event from the help menu by the user and selecting the chosen

event from the help menu as the selected event (see col.32, lines 45-67).

18.   Claims 8-15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Colby et

al., (hereinafter Colby) U.S. Patent No. 6,625,643 of Sullivan et al., (hereinafter

Sullivan) U.S. Patent No. 6,615,240 further in view Parupudi et al., (hereinafter

Parupudi) U.S. Patent No. 6, 859,829

19.   As to claim 8, Colby teaches the invention as claimed, including a computer program

product comprising a computer usable medium having computer readable program

codes embodied in the medium that when executed causes a computer to: obtain a

most recently activated event from a device state table in a peripheral device

computer (col.6, lines 16-56, and col.29, lines 8-43); request a default uniform

resource locator for a server having technical support documents relating to the most

recently activated event and return one or more technical support documents (see

col.4, lines 5-22) relating to the most recently activated event to the device (see col.8,

lines 11-51, col.9, lines 1-48, col.12, lines 6-60, and col.29, lines 8-43). But Colby

and Sullivan do not explicitly teach a peripheral device having printer, scanner and/or

fax functionality. However, Parupudi teaches a peripheral device having printer,

scanner and/or fax functionality (see Fig.1, and col.4, lines 1-18). It would have been

obvious to one of ordinary skill in the art at the time of the invention was made to

implement the teachings of Purupudi into the computer system of Colby to have a

peripheral device having printer, scanner and/or fax functionality because it would

have an efficient system that can provide specific functions which is not wasting of

consumes resources.

20.   As to claim 9, Colby teaches the invention as claimed, including a computer program

product comprising a computer usable medium having computer readable program

codes embodied in the medium that when executed causes a computer to: select an

event on a peripheral device where the event has produced an error message

(seecol.24, lines 1-5) (Colby teaches clicking on the event name will produce a report

used by event); obtain a default uniform resource locator from firmware of the

peripheral device (col.6, lines 16-56); request the default uniform resource locator to

transmit to a remote computer a request that identifies at least one or the selected

event and the error message (see col.29, lines 7-21) (Colby teaches if the response

message is received matching the Event ID); and return to the peripheral device one

or more technical support documents (see col.4, lines 5-22) error message (see col.8,

lines 11-51, col.9, lines 1-48, and col.20, lines 5-65). But Colby and Sullivan do not

explicitly teach a peripheral device having printer, scanner and/or fax functionality. However, Parupudi teaches a peripheral device having printer, scanner and/or fax functionality (see Fig.1, and col.4, lines 1-18). It would have been obvious to one of ordinary skill in the art at the time of the invention was made to implement the teachings of Purupudi into the computer system of Colby to have a peripheral device having printer, scanner and/or fax functionality because it would have an efficient system that can provide specific functions which is not wasting of consumes resources.

21.   As to claim 10, Colby teaches the invention as claimed, including a system for providing technical support documents to a peripheral device via the Internet, comprising: a peripheral device having a web client for requesting a relevant technical support document of an activated event (see col.29, lines 7-43) the peripheral device being configured to request, in response to an error event, a relevant technical support document from a web server using a default uniform resource locator (see col.8, lines 36-53, Colby teaches create a default page for the event); and a web server for responding to the request by returning the relevant technical support document relating to the error events (see col.29, lines 7-21) (Colby teaches checking for response messages in the event message if matching the Event ID, the user will received notification event)(see col.8, lines 11-51, col.9, lines 1-48, col.12, lines 6-60, and col.20, lines 5-65). But Colby and Sullivan do not explicitly teach a peripheral device having printer, scanner and/or fax functionality. However, Parupudi teaches a peripheral device having printer, scanner and/or fax functionality (see Fig.1, and

col.4, lines 1-18). It would have been obvious to one of ordinary skill in the art at the time of the invention was made to implement the teachings of Purupudi into the computer system of Colby to have a peripheral device having printer, scanner and/or fax functionality because it would have an efficient system that can provide specific functions which is not wasting of consumes resources.

22.   As to claim 11, Colby teaches the invention as claimed, further comprising a dedicated switch on the peripheral device for users to request technical support documents (see fig.1 peripheral device).

23.   As to claim 12, Colby teaches the invention as claimed, wherein said dedicated switch is a push button located on the peripheral device (see col.32, lines 45-67).

24.   As to claim 13, Colby teaches the invention as claimed, wherein said dedicated switch is an icon that is displayed on the control panel of the peripheral device (see col.20, lines 45-50).

25.   As to claim 14, Colby teaches the invention as claimed, wherein said peripheral device further comprising a device state table for storing a log of events of the device, wherein the most recently activated event from the device state table is the activated event (see col.29, lines 7-43); when the peripheral device makes a technical support document request (see col.29, lines 7-28).

26.   As to claim 15, Colby teaches the invention as claimed, wherein the activated event is appended to the request for the default uniform resource locator (see col.8, lines 40-67).

Response to Arguments

27.   Applicant's arguments filled on June 6, 2007 have been fully considered, however

they are not persuasive because of the following reasons:

28.   Applicants argue that "the lack of response to Applicant's arguments does not

advance the prosecution of the application and without a rebuttal from the examiner".

The Patent Examiner respectfully disagreed because the examiner issued the New

Non final rejection on March 8, 2007 in responsive to the telephone interview on

October 19, 2006, the office action also stated in new ground(s) of rejection of

Sullivan et al.,9 (U.S. Patent 6,615,240), instead of Michael I Moher., (U.S. Patent

6,161,209).   Therefore, the examiner does not need to any rebuttal for the previous

action mailed on March 8, 2007.   Also, Please see below for responding to remarks

filed on June 6, 2007.

29.   Applicants argue that Colby does not disclose "returning in the device one or more of

the technical support document".   In response to Applicant's argument, the Patent

Office maintain the rejection because Colby does teach returning in the device one or

more of the technical support document as shown in col. 4, lines 5-22. Colby shows

the application claim invention.

30.   Applicants argue that combining Sullivan with Colby fails to teach or suggest claim

3. In response to Applicant's argument, the Patent examiner maintains the rejection

because the combining Sullivan with Colby teaches claim 3. For example, Colby

teaches the invention as claimed, including a method for selectively providing

technical support documents from a web server having access to the requested

technical support documents to a peripheral device that has printer, scanner and/or fax

functionality via the Internet, the peripheral device being of the type which is capable

of executing activated operating events and having an associated web client with a

stored default URL for accessing the web server, the method comprising the steps of:

activating an event on the device (see col.29, lines 7-43); requesting the default

uniform resource locator with the activated event (see col.29, lines 7-43); and

returning to the device one ore more of the technical support documents that relate to

the activated event of the requested uniform resource locator (see col.29, lines 7-43,

col.8, lines 11-51, col.9, lines 1-48, and col.12, lines 6-60), wherein said step of

requesting the default uniform resource locator further comprising the steps of:

reading a device state table of the peripheral device; obtaining a most recently

activated event from the device state table; and determining whether the most recently

activated (see col.29, lines 7-21). But Colby does not explicitly teach produced an

error. In the same field of endeavor, Sullivan discloses (e.g., Technical support chain

automation with guided self-help capability and option to escalate to live help).

Sullivan discloses produced an error (see Sullivan col.7, lines 44-51](he or she

received an error message, the display of this error message has prompted the user to

request technical support). Accordingly, it would have been obvious to one of

ordinary skill in the networking art at the time the invention was made to have

incorporated Sullivan's teachings of Technical support chain automation with guided

self-help capability and option to escalate to live help with the teachings of Colby to

have a producing an error, for the purpose of simplify the support process in the

situation where the self-help has not succeeded satisfactorily and escalation to a

support center is necessary [see col.2, lines 38-40]. Therefore, the combining

Sullivan and Colby shows the application claim invention.

31.   Applicants argue that Colby does not disclose "returning in the device one or more of

the technical support document relating to the activating event". In response to

Applicant's argument, the Patent Office maintain the rejection because Colby does

teach returning in the device one or more of the technical support document relating

to the activating event as shown in col. 4, lines 5-22. Colby shows the application

claim invention.

32.   Therefore, the Examiner asserts that cited prior arts teach or suggest the subject

matter broadly recited in independent claims 1, 2, 7, 8, 9, and 10. Claims 3-6, and 11-

15 are also rejected at least by the virtue of their dependency on independent claims

and by other reasons set forth in the previous office action.

33.   Accordingly, claims 1-15 are respectfully rejected.

Conclusion

34.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time

policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within TWO

MONTHS of the mailing date of this final action and the advisory action is not mailed until after

the end of the THREE-MONTH shortened statutory period, then the shortened statutory period

will expire on the date the advisory action is mailed, and any extension fee pursuant to 37

CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event,

however, will the statutory period for reply expire later than SIX MONTHS from the mailing
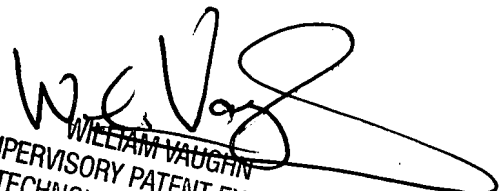
date of this final action.

35.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Tammy T. Nguyen whose telephone number is 571-272-3929.

The examiner can normally be reached on Monday - Friday 8:30 - 5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, *William Vaughn* can be reached on 571-272-3922. The fax phone number for the

organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent

Application Information Retrieval (PAIR) system. Status information for published applications

may be obtained from either Private PAIR or Public PAIR. Status information for unpublished

applications is available through Private PAIR only. For more information about the PAIR

system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR

system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would

like assistance from a USPTO Customer Service Representative or access to the automated

information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

August 18, 2007

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